



About Settings

Use Settings to personalize iPad apps, set the date and time, configure your network connection, and change other iPad settings.

Airplane Mode

Airplane Mode disables the wireless features of iPad to comply with airline regulations.

Turn Airplane Mode on or off: Tap Settings and turn Airplane Mode on or off.

When airplane mode is on, a small ✈️ appears in the status bar at the top of the screen. Wi-Fi and Bluetooth signals aren't emitted, and GPS reception is turned off, disabling many iPad features. You won't be able to:

- Send or receive email
- Browse the Internet
- Sync your contacts, calendars, or bookmarks
- Stream YouTube videos
- Get weather reports
- Get map locations
- Use the iTunes Store, iBookstore, or the App Store
- Use Game Center

If allowed by the aircraft operator and applicable laws and regulations, you can continue to use iPad to:

- Listen to music or watch videos
- Check your calendar
- View photos

- Take notes
- Read email messages stored on iPad

Where allowed by the aircraft operator and applicable laws and regulations, you can turn Wi-Fi back on, so you can:

- Send and receive email
- Browse the Internet
- Sync your contacts, calendars, and bookmarks
- Stream YouTube videos
- Use the iTunes Store, iBookstore, or the App Store
- Use Game Center

You may also be allowed to turn on Bluetooth and use Bluetooth devices with iPad.

VPN

This setting appears when you configure a Virtual Private Network (VPN). See “VPN Access” on page 172.


Turn VPN on or off: Tap VPN to turn it on or off.

Set up a VPN configuration: Choose General > Network > VPN.


Wi-Fi

Wi-Fi settings determine whether iPad uses local Wi-Fi networks to connect to the Internet. If a Wi-Fi network isn’t available, or if you turn Wi-Fi off, then iPad connects to the Internet over your cellular data network (iPad Wi-Fi + 3G).


Turn Wi-Fi on or off: Choose Wi-Fi, then turn Wi-Fi on or off.


Join a Wi-Fi network: Choose Wi-Fi, wait a moment as iPad detects networks in range, then select a network. If necessary, enter a password and tap Join. (Networks that require a password appear with a lock  icon.)

Once you join a Wi-Fi network, iPad automatically joins it whenever the network is in range. If more than one previous network is in range, iPad joins the one most recently used.

When iPad joins a Wi-Fi network, the Wi-Fi  icon in the status bar at the top of the screen shows signal strength. The more bars you see, the stronger the signal.

Set iPad to ask if you want to join a new network: Choose Wi-Fi, then turn “Ask to Join Networks” on or off.


When you try to access the Internet—by using Safari or Mail for example—and you aren't in range of a Wi-Fi network you've previously used, this option tells iPad to look for another network. iPad displays a list of available Wi-Fi networks that you can choose from. Networks that require a password show a lock  icon. If "Ask to Join Networks" is turned off and a previously used Wi-Fi or cellular data network isn't available, you must manually join a network to connect to the Internet.

Forget a network, so iPad doesn't join it automatically: Choose Wi-Fi, then tap  next to a network you've joined before. Then tap "Forget this Network."

Join a closed Wi-Fi network: To join a Wi-Fi network that isn't shown in the list of networks, choose Wi-Fi > Other, then enter the network name. If the network requires a password, tap Security, tap the type of security the network uses, and enter the password.

To connect to a closed network, you must know the network name, password, and security type.

Some Wi-Fi networks may require you to provide additional information, such as a client ID or static IP address. Ask your network administrator what settings to use.

Adjust settings to connect to a Wi-Fi network: Choose Wi-Fi, then tap  next to a network.

Notifications

This setting appears when you open an app, such as Game Center, that uses the Apple Push Notification service. Push notifications alert you to new information, even when the app isn't running. Notifications vary by app, but may include text or sound alerts, and a numbered badge on the app icon on the Home screen. Turn notifications off if you don't want to be notified, or to conserve battery life. See "Side Switch" on page 160.


Turn all notifications on or off: Tap Notifications, then turn Notifications on or off.

Turn sounds, alerts, or badges on or off for an app: Tap Notifications, choose an app from the list, then choose the types of notifications you want to turn on or off.

Location Services

Location Services allows apps such as Maps to gather and use data based on your location. Location Services doesn't connect the data it collects with your personally identifiable information. If you have Wi-Fi turned on, your approximate location is determined using available information from local Wi-Fi networks. iPad Wi-Fi + 3G also uses cellular networks and GPS to determine your location.

When an app is using location services,  appears in the status bar.

Every app that uses location services appears on the Location Services settings screen, showing whether location services is turned on or off for that app.  appears for each app that has requested your location within the last 24 hours. If you don't want to use this feature, you can turn location services off for some apps or for all apps. If you turn location services off, you're prompted to turn it on again the next time an app tries to use the feature.

Turn location services on or off for all apps: Choose General > Location Services, then turn location services on or off.

Turn location services on or off for some apps: Choose General > Location Services, choose an app, then turn location services on or off for that app.

To conserve battery life, turn location services off when you're not using it.

Carrier

This setting appears on iPad Wi-Fi + 3G when you're outside of your carrier's network and other local carrier data networks are available to use for cellular network Internet connections.

Select a carrier: Choose Carrier and select the network you want to use.

Cellular Data

Use Cellular Data settings (iPad Wi-Fi + 3G) to turn Data Roaming on or off, view or change your account information, or add a Personal Identification Number (PIN) to lock the micro-SIM card (on some models).

Turn the cellular data network on or off: Choose Cellular Data, then turn cellular data on or off.

Turn data roaming on or off: Choose Data Roaming, then turn data roaming on or off.

View your account information: Tap View Account to view or change your account information.

Add a SIM PIN (on some models): Tap SIM PIN and add a PIN to lock your micro-SIM card.

Brightness & Wallpaper

Use Brightness settings to adjust the screen brightness to a comfortable level. Use Wallpaper settings to personalize iPad.

Adjust the screen brightness: Choose Brightness, then drag the slider.

Set whether iPad adjusts the screen brightness automatically: Choose Brightness, then turn Auto-Brightness on or off. If Auto-Brightness is on, iPad adjusts the screen brightness for current light conditions using the built-in ambient light sensor. To manually adjust the screen brightness, see “Adjusting Brightness” on page 17.

A wallpaper background picture is displayed on the Lock screen and on the Home screen. You can choose one of the images that came with iPad, an image you’ve saved to iPad, or a photo in your Photo Library. An image that’s at least 1024 x 1024 pixels fills the screen when iPad is rotated.

Set wallpaper: Choose Wallpaper, then choose an image and then do one of the following:

- *To use the image as the background for the Lock screen, tap Set Lock Screen.*
- *To use the image as the background for the Home screen, tap Set Home Screen.*
- *To use the image as the background for both the Lock screen and Home screen, tap Set Both.*

Picture Frame

Picture Frame mode turns iPad into an animated picture frame. Choose which transitions and photos to display. Choose whether to zoom in on faces and whether to shuffle photos.

Activate Picture Frame: Tap  on the Lock screen.

General

General settings include date and time, security, network, and other settings that affect more than one app. This is also where you can find information about your iPad, or reset iPad to its original state.

About

Choose General > About to get information about iPad, including:

- Number of songs, videos, photos, and apps
- Total storage capacity
- Space available
- Software version
- Model and serial numbers
- Cellular data number (iPad Wi-Fi + 3G), and Wi-Fi and Bluetooth addresses
- Modem firmware version of the cellular transmitter (iPad Wi-Fi + 3G)
- IMEI (International Mobile Equipment Identity) and ICCID (Integrated Circuit Card Identifier, or Smart Card) numbers (iPad Wi-Fi + 3G)
- Legal and Regulatory information

Usage

Show battery percentage: Turn Battery Percentage on to display the percentage of battery charge next to the battery icon in the upper-right corner.

See cellular network data: On iPad Wi-Fi + 3G, see the amount of data sent and received using a cellular data network.

Reset your usage statistics: Tap Reset Statistics to clear accumulated data and statistics.

Sounds

Adjust the ringer and alert volume: Choose General > Sounds and drag the slider. If “Change with Buttons” is turned on, use the volume buttons on the side of iPad. The volume buttons don’t change the ringer and alert volume if a song or video is playing.

Use the volume buttons to adjust the ringer and alert volume: Choose General > Sounds, then tap “Change with Buttons.”

Set the ringtone: Choose General > Sounds > Ringtone, then choose a ringtone.

Set alert and effects sounds: Choose General > Sounds, then turn items on or off. When “Change with Buttons” is on, iPad plays sounds for alerts and effects that are turned on.

You can set iPad to play a sound whenever you:

- Get a new email message
- Send an email message
- Have an Calendar event that you’ve set to alert you
- Lock iPad
- Type using the onscreen keyboard

Network

Use Network settings to configure a VPN (virtual private network) connection or access your Wi-Fi settings.

Add a new VPN configuration: Choose General > Network > VPN > Add VPN Configuration.

VPNs used within organizations allow you to communicate private information securely over a non-private network. You may need to configure VPN, for example, to access your work email on iPad.

iPad can connect to any VPN that uses the L2TP, PPTP, or Cisco IPsec protocol. VPN works over both Wi-Fi and cellular data network (iPad Wi-Fi + 3G) connections.

Ask your network administrator which settings to use. In most cases, if you’ve set up VPN on your computer, you can use the same VPN settings for iPad.

Once you enter VPN settings, a VPN switch appears in the Settings menu, which you can use to turn VPN on or off.

VPN may also be automatically set up by a configuration profile. See “Using Configuration Profiles” on page 171.


Change a VPN configuration: Choose General > Network > VPN and tap the configuration you want to update.

Turn VPN on or off: Tap Settings, then turn VPN on or off. When VPN is on, you see the **VPN** icon in the status bar at the top of the screen.

Delete a VPN configuration: Choose General > Network > VPN, tap the blue arrow to the right of the configuration name, then tap Delete VPN at the bottom of the configuration screen.

Bluetooth


iPad can connect wirelessly to an Apple Wireless Keyboard for wireless typing or to Bluetooth headphones for wireless listening. See “Using Bluetooth Devices” on page 43.

Turn Bluetooth on or off: Choose General > Bluetooth and turn Bluetooth on or off. When Bluetooth is on, you see the Bluetooth  icon in the status bar at the top of the screen.

Spotlight Search

You can specify the content areas you want to search on iPad using Spotlight.

Set the content areas Spotlight searches: Choose General > Spotlight Search and tap an item to select or deselect it.

Set the search result order: Choose General > Spotlight Search, touch  next to an item, and drag it up or down to rearrange the search order.

Auto-Lock

Set Auto-Lock to turn off the display and prevent unintended operation of your iPad.

Set the amount of time before iPad locks: Choose General > Auto-Lock and choose a time.

Passcode Lock

Initially, iPad doesn't require you to enter a passcode to unlock it. For security, you can create a passcode.

Set a passcode: Choose General > Passcode Lock > Turn Passcode On. Enter a 4-digit passcode, then enter the passcode again to verify it. iPad then requires you to enter the passcode to unlock it or to display the passcode lock settings.

Set how long before your passcode is required: Choose General > Passcode Lock, then enter your passcode. Tap Require Passcode and select how long iPad can be idle before you need to enter a passcode to unlock it.

Turn the passcode off: Choose General > Passcode Lock > Turn Passcode Off, then enter your passcode.

Change the passcode: Choose General > Passcode Lock, enter your passcode, then tap Change Passcode. Enter your passcode again, then enter and reenter your new passcode.

If you forget your passcode, you must restore the iPad software. See “Removing a Backup” on page 182.

Turn Simple Passcode on or off: Choose General > Passcode Lock, then turn Simple Passcode on or off.

A simple passcode is a four-digit number. To increase security, turn off Simple Passcode and use a longer passcode that has a combination of numbers, letters, punctuation, and special characters.

Turn Picture Frame on or off: Choose General > Passcode Lock and turn Picture Frame on or off.

When Picture Frame is on, iPad displays your photos from the locked screen. See “Picture Frame” on page 155.

Erase all data after ten failed passcode attempts: Choose General > Passcode Lock, enter your passcode, and tap Erase Data to turn it on.

After ten failed passcode attempts, your settings are reset to their original values, all your information and media are erased, and the encryption key is removed.

iPad Cover Lock/Unlock

You can automatically lock or unlock iPad 2 when you use it with the iPad Smart Cover (available separately).

Use the cover to lock or unlock iPad: Choose General > iPad Cover Lock/Unlock, then tap On. iPad automatically locks and goes to sleep when you close the cover, and then wakes and unlocks when you open the cover.

If you have a passcode set, you have to enter it when you open the cover to wake iPad.

Restrictions

You can set restrictions for the use of some apps and for iPod content on iPad. For example, parents can restrict access to explicit content, or turn off YouTube access.

Turn on restrictions:

- 1 Choose General > Restrictions, then tap Enable Restrictions.
- 2 Enter a four-digit passcode.
- 3 Reenter the passcode.

Turn off restrictions: Choose General > Restrictions, then enter the passcode. Tap Disable Restrictions, then reenter the passcode.

If you forget your passcode, you must restore the iPad software using iTunes. See “Removing a Backup” on page 182.

Set app restrictions: Set the restrictions you want by tapping individual controls on or off. Initially, all controls are on (unrestricted). Tap an item to turn it off and restrict its use.



Safari

Safari is disabled and its icon is removed from the Home screen. You cannot use Safari to browse the web or access web clips. Other third-party apps may allow web browsing even if Safari is disabled.



YouTube

YouTube is disabled and its icon is removed from the Home screen.



Camera

The Camera app is disabled and its icon is removed from the Home screen. You cannot take photos or videos with iPad.



FaceTime

You cannot make or receive FaceTime video chats.



iTunes

The iTunes Store is disabled and its icon is removed from the Home screen. You cannot preview, purchase, or download content.



Ping

Ping is disabled. You cannot follow artists or other people.




Installing
Apps

Installing apps is disabled and the App Store icon is removed from the Home screen.



Deleting
Apps

Deleting apps from iPad is disabled.  doesn't appear on app icons when you customize the Home screen.



Location

Location Services settings cannot be changed.



Accounts

Mail account settings cannot be changed.

Restrict purchases within apps: Turn off In-App Purchases. When enabled, this feature allows you to purchase additional content or features within apps downloaded from the App Store.

Set content restrictions: Tap Ratings For, then select a country in the list. You can set restrictions using that country's ratings system for the following categories of content:

- Music & Podcasts
- Movies
- TV Shows
- Apps

In the United States, for example, to allow only movies rated PG or below, tap Movies, then select PG from the list.

Note: Not all countries or regions have a rating system.

Restrict multiplayer games: Turn off Multiplayer Games.

When Multiplayer Games is turned off, you can't request a match, or send or receive invitations to play games or add friends in Game Center.

Restrict adding friends: Turn off Adding Friends.

When Adding Friends is turned off, you can't make or receive friend requests in Game Center. You can continue to play with existing friends if Multiplayer Games is turned on.

Side Switch

You can use the Side Switch to lock screen orientation or to silence notifications and sound effects.

Lock the screen in portrait or landscape orientation: Choose General > Use the Side Switch..., then tap Lock Rotation.

Mute notifications and other sound effects: Choose General > Use the Side Switch..., then tap Mute.

The Side Switch doesn't mute audio or video playback.

Date and Time

These settings apply to the time shown in the status bar at the top of the screen, and in world clocks and calendars.

Set whether iPad shows 24-hour time or 12-hour time: Choose General > Date & Time and turn 24-Hour Time on or off. (24-Hour Time may not be available in all countries or regions.)

Set whether iPad updates the date and time automatically: Choose General > Date & Time, then turn Set Automatically on or off.

Set the date and time manually: Choose General > Date & Time, then turn Set Automatically off. Tap Time Zone and enter the name of a major city in your time zone. Tap the "Date & Time" button, then tap "Set Date & Time" and enter the date and time.

Keyboard

Turn Auto-Capitalization on or off: Choose General > Keyboard, then turn Auto-Capitalization on or off.

Normally, iPad automatically capitalizes words after you type sentence-ending punctuation or a return character.

Turn Auto-Correction on or off: Choose General > Keyboard and turn Auto-Correction on or off.

Normally, if the default keyboard for the language you select has a dictionary, iPad automatically suggests corrections or completed words as you type.

Check spelling as you type: Choose General > Keyboard and turn Check Spelling on or off.

Enable caps lock: Choose General > Keyboard and turn Enable Caps Lock on or off.

If caps lock is enabled and you double-tap the Shift ⇧ key on the onscreen keyboard, all letters you type are uppercase. The Shift key turns blue when caps lock is on.

Turn the “.” shortcut on or off: Choose General > Keyboard and turn “.” Shortcut on or off. The “.” shortcut lets you double-tap the space bar to enter a period followed by a space when you’re typing. It’s initially on.

Add international keyboards: Choose General > Keyboards > International Keyboards > Add New Keyboard, and tap the keyboards you want to add.


Change a keyboard layout: Choose General > Keyboards > International Keyboards and select a keyboard. For some languages, you can change the both the onscreen keyboard layout and the external hardware keyboard layout.

International

Use International settings to set the language for iPad, add keyboards for different languages, and set the date, time, and telephone number formats for your region. You can also choose a calendar format.

Set the language for iPad: Choose General > International > Language, choose the language you want to use, and tap Done.

Turn international keyboards on or off: Choose General > International > Keyboards, and add the keyboards you want to use.

If more than one keyboard is turned on, press and hold  on the keyboard to see a menu of keyboards. See Appendix B, “International Keyboards,” on page 174.

Set date, time, and telephone number formats: Choose General > International > Region Format, and choose your region.

The Region Format also determines the language used for the days and months that appear in built-in iPad apps.

Set a calendar format: Choose General > International > Calendar and select the calendar format you want to use—for example Gregorian, Japanese, or Buddhist.

Accessibility

To turn on accessibility features, go to Accessibility settings and choose the features you want. See Chapter 21, “Accessibility,” on page 137.

Resetting iPad

Reset all settings: Choose General > Reset > Reset All Settings.

Enter your passcode if you have one. All your settings are reset. Information (such as your contacts and calendars) and media (such as your songs and videos) aren’t deleted.

Erase all content and settings: Choose General > Reset > Erase All Content and Settings.

Enter your passcode if you have one. This resets all iPad settings to their original values and erases all your information and media.

Reset network settings: Choose General > Reset > Reset Network Settings.

Enter your passcode if you have one. When you reset network settings, your list of previously used networks and VPN settings not installed by a configuration profile are removed. Wi-Fi is turned off and then back on, disconnecting you from any network you’re on. The Wi-Fi and “Ask to Join Networks” settings remain turned on.

To remove VPN settings installed by a configuration profile, choose Settings > General > Profile, then select the profile and tap Remove.

Reset the keyboard dictionary: Choose General > Reset > Reset Keyboard Dictionary.

Enter your passcode if you have one. You add words to the keyboard dictionary by rejecting words iPad suggests as you type. Tap a word to reject the correction and add the word to the keyboard dictionary. Resetting the keyboard dictionary erases all words you’ve added.

Reset the Home screen layout: Choose General > Reset > Reset Home Screen Layout to reset your Home screen to its original settings.

Reset the location warnings: Choose General > Reset > Reset Location Warnings, and enter your passcode if you have one.

Location warnings are the requests made by an app (such as Maps) to use Location Services with that app. iPad stops presenting the warning for an app the second time you tap OK. Tap Reset Location Warnings to resume the warnings.

Mail, Contacts, Calendars

Use Mail, Contacts, Calendars settings to set up and customize accounts for iPad:

- Microsoft Exchange
- MobileMe
- Google email
- Yahoo! Mail
- AOL
- Other POP and IMAP mail systems
- LDAP accounts for Contacts
- CalDAV or iCalendar (.ics) accounts for Calendars

Accounts

The Accounts section lets you set up accounts on iPad. The specific settings that appear depend on the type of account you're setting up. Your service provider or system administrator should be able to provide the information you need to enter.

For more information, see:

- “Adding Mail, Contacts, and Calendar Accounts” on page 31
- “Syncing and Adding Contacts” on page 92
- “Subscribing to Calendars” on page 88

Change an account's settings: Choose “Mail, Contacts, Calendars,” choose an account, then make the changes you want.

Changes you make to an account's settings on iPad are *not* synced to your computer, so you can configure your accounts to work with iPad without affecting the account settings on your computer.

Stop using an account: Choose “Mail, Contacts, Calendars,” choose an account, then turn Account off.

If an account is off, iPad doesn't display the account and doesn't send or check email from or sync other information with that account, until you turn it back on.

Adjust advanced settings: Choose “Mail, Contacts, Calendars,” choose an account, tap Advanced, then do one of the following:

- *To set whether drafts and deleted messages are stored on iPad or remotely on your email server (IMAP accounts only),* tap Drafts Mailbox or Deleted Mailbox.

If you store messages on iPad, you can see them even when iPad isn't connected to the Internet.

- *To adjust SSL and password settings,* tap Advanced. Ask your network administrator or Internet service provider for the correct settings.

Delete an account from iPad: Choose “Mail, Contacts, Calendars,” choose an account, then scroll down and tap Delete Account.

Deleting an account means you can no longer access the account on iPad. All email and the contacts, calendar, and bookmark information synced with the account are removed from iPad. However, deleting an account doesn’t remove the account or its associated information from your computer.

Fetch New Data

This setting lets you turn Push on or off for MobileMe, Microsoft Exchange, Yahoo! Mail, and any other push accounts on iPad. Push accounts automatically deliver new information to iPad when new information appears on the server (delays may occur). To fetch or sync pushed data, iPad must have an Internet connection. Turn Push off to suspend delivery of email and other information, or to conserve battery life.

When Push is off, and with accounts that don’t support push, iPad can still check the server to see if new information is available. Use the Fetch New Data setting to determine how often data is requested. For optimal battery life, don’t fetch too frequently.

Turn Push on: Choose “Mail, Contacts, Calendars” > Fetch New Data, then tap to turn Push on.

Set how often to fetch data: Choose “Mail, Contacts, Calendars” > Fetch New Data, then choose how often you want to fetch data. To conserve battery life, fetch less frequently.

Setting Push to OFF or setting Fetch to Manually in the Fetch New Data screen overrides individual account settings.

Note: When Push is set to OFF, Find My iPad doesn’t work.

Mail

The Mail settings, except where noted, apply to all accounts you’ve set up on iPad.

To turn alerts sounds for new or sent mail on or off, use the General > Sounds settings.

Set the number of messages shown on iPad: Choose “Mail, Contacts, Calendars” > Show, then choose a setting.

Choose to see the most recent 25, 50, 75, 100, or 200 messages. To download additional messages when you’re in Mail, scroll to the bottom of your inbox and tap Load More Messages.

Note: For Microsoft Exchange accounts, choose “Mail, Contacts, Calendars,” then choose the Exchange account. Tap “Mail days to sync” and choose the number of days of mail you want to sync with the server.

Set how many lines of each message are previewed in the message list: Choose “Mail, Contacts, Calendars” > Preview, then choose a setting.

You can choose to see up to five lines of each message. That way, you can scan a list of messages in a mailbox and get an idea of what each message is about.

Set a minimum font size for messages: Choose “Mail, Contacts, Calendars” > Minimum Font Size, then choose Small, Medium, Large, Extra Large, or Giant.

Set whether iPad shows To and Cc labels in message lists: Choose “Mail, Contacts, Calendars,” then turn Show To/Cc Label on or off.

If Show To/Cc Label is on, **To** or **Cc** next to each message in a list indicates whether the message was sent directly to you or you received a copy.

Set whether iPad confirms that you want to delete a message: Choose “Mail, Contacts, Calendars,” then in Mail settings, turn Ask Before Deleting on or off.

Set whether iPad automatically loads remote images: Choose “Mail, Contacts, Calendars,” then turn Load Remote Images on or off.

If Load Remote Images is off, you can load images manually when reading a message.

Set whether iPad sends you a copy of every message you send: Choose “Mail, Contacts, Calendars,” then turn Always Bcc Myself on or off.

Add a signature to your messages: Choose “Mail, Contacts, Calendars” > Signature, then type a signature.

You can set iPad to add a signature—your favorite quote, or your name, title, and phone number, for example—to the bottom of every message you send.

Set the default email account: Choose “Mail, Contacts, Calendars” > Default Account, then choose an account.

This setting determines which of your accounts a message is sent from when you create a message from another iPad app—for example, by sending a photo from Photos or tapping the email address of a business in Maps. To send the message from a different account, tap the From field in the message and choose the account.

Contacts

Set how contacts are sorted: Choose “Mail, Contacts, Calendars,” then under Contacts tap Sort Order and do one of the following:

- *To sort by first name first*, tap First, Last.
- *To sort by last name first*, tap Last, First.

Set how contacts are displayed: Choose “Mail, Contacts, Calendars,” then under Contacts tap Display Order and do one of the following:

- *To show first name first*, tap First, Last.
- *To show last name first*, tap Last, First.

Calendars

Set alerts to sound when you receive meeting invitations: Choose “Mail, Contacts, Calendars,” then under Calendar tap “New Invitation Alerts” to turn it on.

Set how far back in the past to show your calendar events on iPad: Choose “Mail, Contacts, Calendars” > Sync, then choose a period of time.

Turn on Calendar time zone support: Choose “Mail, Contacts, Calendars” > Time Zone Support, then turn Time Zone Support on. Select a time zone for calendars by tapping Time Zone and entering the name of a major city.

When Time Zone Support is on, Calendar displays event dates and times in the time zone of the city you selected. When Time Zone Support is off, Calendar displays events in the time zone of your current location as determined by the network time.

Important: If you’re traveling, iPad may not display events or sound alerts at the correct local time. To manually set the correct time, see “Date and Time” on page 160.

Set alerts to sound when you receive a meeting invitation: Choose “Mail, Contacts, Calendars,” then under Calendar tap “New Invitation Alerts” to turn it on.

Safari

Safari settings let you select your Internet search engine, set security options, and for developers, turn on debugging.

General

To perform Internet searches, you can set the default search engine to Google, Yahoo!, or Bing.

Select a search engine: Choose Safari > Search Engine and select the search engine you want to use.

You can set Safari to automatically fill out web forms using contact information, names and passwords you previously entered, or both.

Enable AutoFill: Choose Safari > AutoFill, then do one of the following:

- *To use information from contacts*, turn Use Contact Info on, choose My Info, and select the contact you want to use.

When this feature is on, Safari uses information from Contacts to fill in contact fields on web forms.

- *To use information from names and passwords*, turn Names and Passwords on.

When this feature is on, Safari remembers names and passwords of websites you visit and automatically fills in the information when you revisit the website.

- *To remove all AutoFill information*, tap Clear All.

Security

By default, Safari is set to show features of the web, such as some movies, animation, and web apps. You may wish to change security settings to help protect iPad from possible security risks on the Internet.

Change security settings: Choose Safari, then do one of the following:

- *To set whether you're warned when visiting potentially fraudulent websites,* turn Fraud Warning on or off.

Fraud warning protects you from potentially fraudulent Internet sites. When you visit a suspicious site, Safari warns you about its suspect nature and doesn't load the page.

- *To enable or disable JavaScript,* turn JavaScript on or off.

JavaScript lets web programmers control elements of the page—for example, a page that uses JavaScript might display the current date and time or cause a linked page to appear in a new pop-up page.

- *To block or allow pop-ups,* turn Block Pop-ups on or off. Blocking pop-ups stops only pop-ups that appear when you close a page or open a page by typing its address. It doesn't block pop-ups that open when you tap a link.

- *To set whether Safari accepts cookies,* tap Accept Cookies and choose Never, "From visited," or Always.

A cookie is a piece of information that a website puts on iPad so the website can remember you when you visit again. This way, webpages can be customized for you based on information you may have provided.

Some webpages won't work correctly unless iPad accepts cookies.

- *To clear the history of webpages you've visited,* tap Clear History.
- *To clear all cookies from Safari,* tap Clear Cookies.
- *To clear the browser cache,* tap Clear Cache.

The browser cache stores the content of pages so the pages open faster the next time you visit them. If a page you open doesn't show new content, clearing the cache may help.

Developer

The debug console can help you resolve webpage errors. If this feature is turned on, the console appears whenever a webpage error occurs.

Turn the debug console on or off: Choose Safari > Developer, then turn Debug Console on or off.

iPod

Use iPod Settings to adjust the audio playback settings in the iPod app on iPad.

Set iTunes to play songs at the same sound level: In iTunes, choose iTunes > Preferences if you're using a Mac, or Edit > Preferences if you're using a PC. Then click Playback and select Sound Check.

Set iPad to use the iTunes volume settings (Sound Check): Choose iPod and turn Sound Check on or off.

Use EQ to customize the sound: Choose iPod, tap EQ, and choose an equalizer setting.

Set a volume limit: Choose iPod, tap Volume Limit, and drag the slider to adjust the maximum volume.

Tap Lock Volume Limit to assign a code to prevent the setting from being changed.

Get song lyrics and information about podcasts: Choose iPod and turn Lyrics & Podcast Info on or off.

Share your iTunes library: Enter your Apple ID and password, then use Home Sharing to import items from up to five iTunes libraries on other computers in your home network.

WARNING: For important information about avoiding hearing loss, see the *iPad Important Product Information Guide* at support.apple.com/manuals/ipad.

Video

Video settings apply to video content, including rented movies and TV shows. You can set where to resume playing videos that you previously started, turn closed captioning on or off, and set up iPad to play videos on your TV.

Set where to resume playing: Choose Video > Start Playing, then select whether you want videos that you previously started watching to resume playing from the beginning or where you left off.

Turn closed captioning on or off: Choose Video and turn Closed Captioning on or off.

Turn widescreen on or off: Choose Video and turn Widescreen on or off. If the video you're playing is in widescreen format, turning this on preserves the widescreen aspect ratio.

Set the TV signal to NTSC or PAL: Choose Video > TV Signal and select NTSC or PAL. NTSC and PAL are TV broadcast standards, used in different regions. If you're in the Americas, NTSC is probably the correct choice. Elsewhere, try PAL. If you're not sure, check the documentation that came with your TV or projector.

Use TV Out settings to set up how iPad plays videos on your TV.

Use one of these to connect iPad to a TV or projector:

- Apple Digital AV Adapter and an HDMI cable
- Apple Component AV Cable
- Apple Composite AV Cable
- Apple VGA Adapter

If you use the Apple Digital AV Adapter or the Apple Component AV Cable, high-resolution videos are shown in HD quality. Apple cables are available for purchase in many countries. Go to www.apple.com/store.

With iPad 2, when the cable is connected to a TV or projector, the iPad screen is automatically mirrored on the external display in up to 1080p resolution, and videos play at a maximum resolution of 720p. Some apps such as Keynote may use the external display as a second video monitor. With previous iPad models, only certain applications (including YouTube, Videos, and Photos) use the external display.

Photos

Use Photos settings to specify how slideshows display your photos.

Set the length of time each slide is shown: Choose Photos > Play Each Slide For, and select the length of time.

Set whether to repeat slideshows: Choose Photos and turn Repeat on or off.

Set photos to appear randomly or in order: Choose Photos and turn Shuffle on or off.

FaceTime

Use FaceTime settings to turn on FaceTime or change your address.

Enter your Apple ID and password to enable FaceTime. If you don't have an Apple ID, tap Create New Account and follow the onscreen instructions. The email address you specify when creating the account will be your FaceTime address.

Turn FaceTime on or off: When FaceTime is off, you cannot place or receive FaceTime calls.

Specify additional FaceTime addresses: To add an email address so that others can use it to call you with FaceTime, tap Add Another Email.

Notes

Use Notes settings to choose the font used to display your notes.

Choose a font: Choose Notes and select a font.

Store

Use Store settings to create or change an Apple ID. By default, the Apple ID you're signed in to when you sync iPad with your computer appears in Store settings. You can change accounts on iPad to purchase music or apps from a different account. If you don't have an Apple ID, you can create one in Store settings.

Create a new account: Choose Store and tap Create New Account, then follow the onscreen instructions.

Sign in to an account: Choose Store and tap Sign in, then enter your Apple ID and password.

View your Apple ID information: Choose Store, sign in using your Apple ID, and tap View Apple ID.

Sign in to a different account: Choose Store and tap Sign out, then tap Sign in and enter your username and password.

iPad at Work

With support for secure access to corporate networks, directories, and Microsoft Exchange, iPad is ready to go to work. For detailed information about using iPad in business go to www.apple.com/ipad/business.

Using Configuration Profiles

If you're in an enterprise environment, you may be able to set up accounts and other items on iPad by installing a configuration profile. Configuration profiles let your administrator set up your iPad to use the information systems at your company, school, or organization. For example, a configuration profile might set up your iPad to access the Microsoft Exchange servers at work, so iPad can access your Exchange email, calendars, and contacts.

A simple configuration profile can configure many different settings on iPad. For example, a configuration profile can set up your Microsoft Exchange account, VPN account, and certificates for secure access to your company's network and information. A configuration profile may also turn on Passcode Lock, which requires you to create and enter a passcode for using iPad.

Your administrator may distribute configuration profiles either by email, by putting them on a secure webpage, or by installing them directly on iPad for you. Your administrator may have you install a profile that ties your iPad to a mobile device management server, which allows your administrator to configure your settings remotely.

Installing configuration profiles:

- 1 On iPad, open the email message or download the configuration profiles from the website your administrator provides.
- 2 For each configuration profile, tap the profile, then tap Install.
- 3 Enter passwords and other information that's requested.

Important: You may be asked whether a configuration profile is trusted. If in doubt, ask your administrator before installing the configuration profile.

You can't change the settings in a configuration profile. If you want to change settings, you must first remove the configuration profile or install a new configuration profile with the new settings.

Remove a profile: In Settings, choose General > Profile, then select the configuration profile and tap Remove.

Removing a configuration profile deletes the settings and all other information installed by the profile.

Setting Up Microsoft Exchange Accounts

Microsoft Exchange provides email, contact, and calendar information that you can automatically sync wirelessly to iPad. You can set up an Exchange account directly on iPad.

Set up an Exchange account on iPad:

- 1 On the iPad Home screen, tap Settings.
- 2 Tap "Mail, Contacts, Calendars," then tap Add Account.
- 3 Tap Microsoft Exchange.
- 4 Enter your account information, then tap Save.

Your service provider or administrator can provide the account settings you need.

Exchange accounts: Enter your email address, domain (optional), user name, password, and a description.

iPad supports Microsoft's Autodiscovery service, which uses your user name and password to determine the address of the Exchange server. If the server address can't be determined, you're asked to enter it. Once you connect to the Exchange server, you may be prompted to change your passcode to meet server requirements.

- 5 When setting up a Microsoft Exchange account, tap the items you want to use on iPad—mail, contacts, and calendars.

VPN Access

VPN (virtual private network) provides secure access over the Internet to private networks, such as the network at your company or school. Use Network settings on iPad to configure and turn on VPN. Ask your administrator what settings you should use.

VPN can also be set up automatically by a configuration profile. When VPN is set up by a configuration profile, iPad may turn VPN on automatically whenever it's needed. For more information, see "Using Configuration Profiles" on page 171 or contact your administrator.

LDAP and CardDAV Accounts

When you set up an LDAP account, you can view and search for contacts on your company or organization's LDAP server. The server appears as a new group in Contacts. Because LDAP contacts aren't downloaded to iPad, you must have an Internet connection to view them. Check with your administrator for account settings and other requirements (such as VPN).

When you set up a CardDAV account, your account contacts are synced with iPad over the air. You may also be able to search for contacts on your company or organization's CardDAV server.

Set up an LDAP or CardDAV account:

- 1 In Settings, tap "Mail Contacts, Calendars," then tap Add Account.
- 2 Tap Other, then tap Add LDAP Account or Add CardDAV Account.
- 3 Enter your LDAP account information, then tap Next to verify the account.
- 4 Tap Save.

International keyboards allow you to enter text in many different languages, including Asian languages and languages written from right to left.

Adding Keyboards

To enter text in different languages on iPad, you use different keyboards. By default, only the keyboard for the language you've set is available. To make keyboards for other languages available, use Keyboard settings.

Add a keyboard:

- 1 In Settings, choose General > Keyboard > International Keyboards.



The number before the arrow indicates the number of keyboards currently enabled.

- 2 Tap Add New Keyboard, then choose a keyboard from the list.

Repeat to add more keyboards. Some languages have multiple keyboards available.


For a list of keyboards supported by iPad, go to www.apple.com/ipad/specs.


Edit your keyboard list: Choose General > Keyboard > International Keyboards, then tap Edit and do one of the following:

- To delete a keyboard, tap , then tap Delete.
- To reorder the list, drag  next to a keyboard to a new place in the list.

Switching Keyboards

To enter text in a different language, switch keyboards.

Switch keyboards when you're typing: Tap . When you tap the symbol, the name of the newly activated keyboard appears briefly.

You can also touch and hold  to display a list of available keyboards. To choose a keyboard from the list, slide your finger to the name of the keyboard, then release.

Many keyboards provide letters, numbers, and symbols not visible on the keyboard.

Type letters, numbers, or symbols that aren't on the keyboard: Touch and hold the related letter, number, or symbol, then slide your finger to choose a variation. On the Thai keyboard, for example, you can choose native numbers by touching and holding the related Arabic number.

Chinese

You can use keyboards to enter Chinese in several different ways, including Pinyin, Cangjie, Wubi Hua, and Zhuyin. You can also use your finger to write Chinese characters on the screen.

Entering Simplified or Traditional Chinese Pinyin

Use the QWERTY keyboard to enter Pinyin for Chinese characters. As you type, suggested Chinese characters appear. Tap a suggestion to choose it, or continue entering Pinyin to see more options.

If you keep entering Pinyin without spaces, sentence suggestions appear.

Entering Chinese Cangjie

Use the keyboard to build Chinese characters from the component Cangjie keys. As you type, suggested Chinese characters appear. Tap a character to choose it, or continue typing up to five total components to see more character options.

Entering Simplified Chinese Stroke (Wubi Hua)

Use the keypad to build Chinese characters using up to five strokes in the correct writing sequence: from left to right, top to bottom, outside to inside, and from inside to the closing stroke (for example, the Chinese character 圈 (circle) should begin with the vertical stroke |).

As you type, suggested Chinese characters appear (the most commonly used characters appear first). Tap a character to choose it.

If you're not sure of the correct stroke, enter an asterisk (*). To see more character options, type another stroke, or scroll through the character list.

Tap the match (匹配) key to show only characters that match exactly what you typed. For example, if you type 一一 (one one) and tap the match (匹配) key, the more commonly used 二 (two) appears as an exact match.

Entering Traditional Chinese Zhuyin

Use the keyboard to enter Zhuyin letters. As you type, suggested Chinese characters appear. Tap a suggestion to choose it, or continue entering Zhuyin letters to see more options. After you type an initial letter, the keyboard changes to show more letters.

If you keep entering Zhuyin without spaces, sentence suggestions appear.

Entering Handwritten Simplified or Traditional Chinese

Write Chinese characters directly on the screen with your finger. As you write character strokes, iPad recognizes them and shows matching characters in a list, with the closest match at the top. When you choose a character, its likely follow-on characters appear in the list as additional choices.

You can get some complex characters by writing two or more component characters. For example, enter 魚 (fish), then 巛 (bristle), to get 鱻 (partial name of Hong Kong International Airport), which appears in the character list with an arrow next to it. Tap the character to replace the characters you entered.

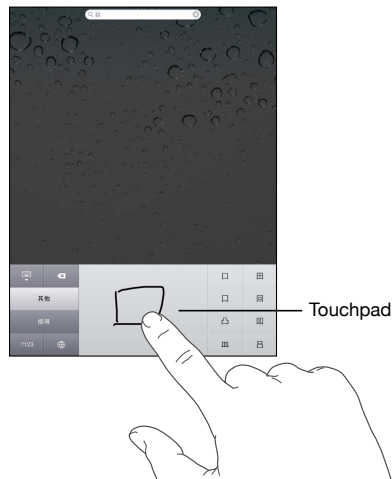
With Simplified Chinese handwriting, Roman characters are also recognized.

Converting Between Simplified and Traditional Chinese

Select the character or characters you want to convert, then tap Replace.

Drawing Chinese Characters

When Simplified or Traditional Chinese handwriting formats are turned on, you can enter Chinese characters with your finger, as shown:



Japanese

You can enter Japanese using the Romaji keyboard or Fifty Key keyboard.

Entering Japanese Romaji

Use the Romaji keyboard to enter syllables. Alternative choices appear along the top of the keyboard; tap one to enter it.

Entering Japanese Fifty Key

Use the Fifty Key keyboard to input code for Japanese syllables. As you type, suggested syllables appear. Tap the syllable to choose it.

Korean

Use the 2-Set Korean keyboard to type Hangul letters. To type double consonants or compound vowels, touch and hold the letter, then slide to choose the double letter.

Vietnamese

Touch and hold a character to see the available diacritical marks, then slide to choose the one you want.

You can also type the following key sequences to enter characters with diacritical marks:

- aa—â (a circumflex)
- aw—ă (a caron)
- ee—ê (e circumflex)
- oo—ô (o circumflex)
- ow—ơ (o hook)
- w—ư (u hook)
- dd—đ (d dash)
- as—á (a acute)
- af—à (a grave)
- ar—à (a question mark)
- ax—ã (a rising accent)
- aj—ạ (a drop tone)

Creating Dictionaries

When using certain Chinese or Japanese keyboards, you can create a dictionary of word and input pairs. When you type a word from the dictionary while using a supported keyboard, the associated input is substituted for the word. The dictionary is available for the following keyboards:

- Chinese - Simplified (Pinyin)
- Chinese - Traditional (Pinyin)
- Chinese - Traditional (Zhuyin)
- Japanese (Romaji)
- Japanese (50 Key)

Add a word to the dictionary: In Settings, choose General > Keyboard > Edit User Dictionary. Tap **+**, tap the Word field and enter the word, then tap the Yomi, Pinyin, or Zhuyin field and enter the input.

You can have multiple inputs for each word, based on which keyboards are turned on.

Delete a word from the dictionary: Tap the word in the User Dictionary list, then tap Delete Word.

Tips and Troubleshooting

Apple iPad Support Site

Comprehensive support information is available online at www.apple.com/support/ipad. You can also use Express Lane for personalized support (not available in all countries). See expresslane.apple.com.

Low-Battery Image or “Not Charging” Message Appears

iPad is low on power and needs to charge for up to ten minutes before you can use it. For information about charging iPad, see “Charging the Battery” on page 33.




- When charging, make sure you’re using the 10W USB power adapter that came with iPad or the USB port on a recent Mac. The fastest way to charge is to use the power adapter. See “Charging the Battery” on page 33.
- For faster charging, turn iPad off.
- iPad may not charge when connected to the USB port on an older Mac, a PC, a keyboard, or to a USB hub.

If your Mac or PC doesn’t provide enough power to charge iPad, a Not Charging message appears in the status bar. To charge iPad, disconnect it from your computer and connect it to a power outlet using the included Dock Connector to USB Cable and 10W USB power adapter.

iPad Doesn’t Respond

- iPad may be low on power. Connect iPad to the 10W USB power adapter to charge. See “Charging the Battery” on page 33.
- Press and hold the Sleep/Wake for a few seconds until a red slider appears, then press and hold the Home button until the app you were using quits.

- If that doesn't work, turn iPad off, and then turn it on again. Press and hold the Sleep/Wake button until a red slider appears, then drag the slider. Then press and hold the Sleep/Wake button until the Apple logo appears.
- If that doesn't work, reset iPad. Press and hold both the Sleep/Wake button and the Home  button for at least ten seconds, until the Apple logo appears.
- If the screen doesn't rotate when you turn iPad, hold iPad upright, and make sure that the screen rotation lock is not engaged.



“This accessory is not supported by iPad” Appears

The accessory you attached may not work with iPad. Make sure the Dock Connector to USB Cable is free of debris, and refer to the documentation that came with the accessory.

Connect-to-iTunes Screen Appears

To use iPad, you must first set it up in iTunes. Connect iPad to your computer, open iTunes if it doesn't open automatically, then follow the onscreen instructions.

An App Appears Too Small

Most apps for iPhone and iPod touch can be used with iPad, but they might not take advantage of the large screen. In this case, tap  to zoom in on the app. Tap  to return to the original size.

Look in the App Store to see if there's a version of the app that's optimized for iPad, or a universal version that's optimized for iPhone, iPod touch, and iPad.

Onscreen Keyboard Doesn't Appear

If iPad is paired with a Bluetooth keyboard, the onscreen keyboard doesn't appear. To make the onscreen keyboard appear, press the Eject key on a Bluetooth keyboard. You can also make the onscreen keyboard appear by moving the Bluetooth keyboard out of range or turning it off.

iTunes and Syncing

iPad Doesn't Appear or Syncing Doesn't Work

If iPad doesn't appear in iTunes on your computer or is unable to sync content, contacts, calendars, or bookmarks, try the following:

- Recharge the battery if iPad is low on power. See “Charging the Battery” on page 33.
- Disconnect other USB devices from your computer and connect iPad to a different USB 2.0 port on your computer (not on your keyboard or a USB hub).
- Unlock iPad if it's locked with a passcode.
- Restart your computer and reconnect iPad to your computer.
- Restart iPad.

- Download and install (or reinstall) the latest version of iTunes from www.apple.com/itunes.
- For push accounts, make sure iPad has an Internet connection. See “Connecting to the Internet” on page 29.

Backing Up iPad

Backing Up

iTunes creates a backup of settings, app data, and other information on iPad when you:

- Sync iPad with iTunes on your computer
- Update iPad using iTunes
- Restore iPad using iTunes, if you choose to back up when asked

You can restore backup information to iPad after updating or restoring iPad software, or you can use a backup to copy your current iPad information to another iPad. See “Updating and Restoring iPad Software” on page 182.


Backups don’t include synced items, such as songs and videos from your iTunes library, or information such as contacts and calendars from your computer. To restore synced items, you must sync iPad after restoring backup information. If iPad is set to sync automatically, synced items are restored immediately after a software restore or update. See “Syncing with iTunes” on page 24.

Apps from the App Store are included in the first backup after the apps are downloaded. Subsequent backups include just the app data.

For extra security, you can set iTunes to encrypt your backups.

Encrypt iPad backups:

- 1 Connect iPad to your computer.
- 2 In iTunes, select iPad in the sidebar.
- 3 In the Summary pane, select “Encrypt backups.”
- 4 Select a password, then click Set Password.

If the backup is encrypted, you’ll need to enter your password before restoring your backup information to iPad. Encrypted backups are shown with a lock  icon in the list of backups in the Devices pane of iTunes preferences.

Removing a Backup

You can remove an iPad backup from the list of backups in iTunes. You may want to do this, for example, if a backup was created on someone else's computer.

Remove a backup:

- 1 In iTunes, open iTunes Preferences.
 - *Mac*: Choose iTunes > Preferences.
 - *Windows*: Choose Edit > Preferences.
- 2 Click Devices (iPad does not need to be connected).
- 3 Select the backup you want to remove, then click Delete Backup.
- 4 Click Delete Backup, to confirm you wish to remove the selected backup.
- 5 Click OK.

Updating and Restoring iPad Software

About Updating and Restoring Software

You can use iTunes to update or restore iPad software.

- *If you update*, the iPad software is updated. Your downloaded apps, settings, and data aren't affected.

Note: In some cases, an update may also include restoring iPad.

- *If you restore*, the latest version of iPad software is reinstalled, settings are restored to their default, and all data stored on iPad is deleted, including downloaded apps, songs, videos, contacts, photos, calendar information, and any other data. If you've backed up iPad with iTunes on your computer, you can restore data from the backup at the end of the restore process.

Deleted data is no longer accessible through the iPad user interface, but it isn't erased from iPad. For information about erasing all content and settings, see "Resetting iPad" on page 162.

If you use a Bluetooth headset or keyboard with iPad and you restore settings, you must pair the Bluetooth device with iPad again to use it.

For more information about updating and restoring iPad software, go to support.apple.com/kb/HT1414.

Updating iPad

Make sure your computer has an Internet connection and that you've installed the latest version of iTunes from www.apple.com/itunes.

Update iPad:

- 1 Connect iPad to your computer.

- 2 Select iPad in the iTunes sidebar, then click the Summary tab.
- 3 Click “Check for Update.” iTunes tells you if there’s a new version of the iPad software available.
- 4 Click Update to install the latest version of the software.

Restoring iPad

Make sure your computer has an Internet connection and that you’ve installed the latest version of iTunes from www.apple.com/itunes.

Restore iPad:

- 1 Connect iPad to your computer.
- 2 Select iPad in the iTunes sidebar, then click the Summary tab.
- 3 Click “Check for Update.” iTunes tells you if there’s a new version of the iPad software available.
- 4 Click Restore. Follow the onscreen instructions to complete the restore process. When restoring, it is recommended that you back up iPad when prompted.

When the iPad software has been restored, you can choose to set up iPad as a new iPad, or restore your music, video, app data, and other content from a backup.

After restoring from a backup, previous data is no longer accessible through the iPad user interface, but it isn’t erased from iPad. For information about erasing all content and settings, see “Resetting iPad” on page 162.

Restoring from a Backup

You can restore the settings, app data, and other information from a backup, or use this feature to copy these items to another iPad. Make sure your computer has an Internet connection and that you’ve installed the latest version of iTunes from www.apple.com/itunes.

Important: Restoring from a backup is not the same as restoring iPad from the Summary pane in iTunes. Restoring from a backup doesn’t fully restore iPad software. Also, restoring iPad from a backup restores all data in the backup, including data for apps. If you choose an old backup, restoring it could replace the app data with data that isn’t current. For more information, see “Resetting iPad” on page 162.

Restore iPad from a backup:

- 1 Connect iPad to the computer you normally sync with.
- 2 In iTunes, Control-click iPad in the sidebar, then choose “Restore from Backup” from the menu that appears.
- 3 Choose the backup that you want to restore from the pop-up menu, then click Restore. If the backup is encrypted, you’ll need to enter your password.

After restoring from a backup, previous data is no longer accessible through the iPad user interface, but it isn't erased from iPad. For information about erasing all content and settings, see "Resetting iPad" on page 162.

Safari, Mail, and Contacts

Can't Send Email

If iPad is unable to send email, try the following:

- In Settings, choose "Mail, Contacts, Calendars," then select the account you're trying to use. Tap Account Info, then tap SMTP under Outgoing Mail Server. You can set up additional SMTP servers, or select one from another mail account on iPad. Contact your Internet service provider for configuration information.
- Set up your email account directly on iPad instead of syncing it from iTunes. In Settings, choose "Mail, Contacts, Calendars," tap Add Account and enter your account information. If iPad is unable to locate your service provider's settings when you enter your email address, go to support.apple.com/kb/HT1277 for help setting up your account.
- Turn iPad off, and then on again. Press and hold the Sleep/Wake button for a few seconds until a red slider appears, then drag the slider. Then press and hold the Sleep/Wake button until the Apple logo appears.

For additional troubleshooting information, go to www.apple.com/support/ipad. If you still can't send email, you can use Express Lane (not available in all countries). Go to expresslane.apple.com.

Can't Receive Email

If iPad can't receive email, try the following:

- If you use one or more computers to check the same email account, it may create a lock-out. For more information, go to support.apple.com/kb/TS2621.
- Set up your email account directly on iPad instead of syncing it from iTunes. In Settings, choose "Mail, Contacts, Calendars," tap Add Account, then enter your account information. If iPad is unable to locate your service provider's settings when you enter your email address, go to support.apple.com/kb/HT1277 for help setting up your account.
- Turn iPad off, and then on again. Press and hold the Sleep/Wake button for a few seconds until a red slider appears, then drag the slider. Then press and hold the Sleep/Wake button until the Apple logo appears.
- If your iPad Wi-Fi + 3G uses a cellular data network, turn off Wi-Fi so iPad connects to the Internet through the cellular data network. In Settings, choose Wi-Fi and turn off Wi-Fi.

For additional troubleshooting information, go to www.apple.com/support/ipad. If you still can't send email, you can use Express Lane (not available in all countries). Go to expresslane.apple.com.

Email Attachment Won't Open


iPad may not support the attachment file type. iPad supports the following types of email attachments:

| | |
|----------|----------------------------|
| .doc | Microsoft Word |
| .docx | Microsoft Word (XML) |
| .htm | webpage |
| .html | webpage |
| .ics | Calendar item |
| .key | Keynote |
| .numbers | Numbers |
| .pages | Pages |
| .pdf | Preview, Adobe Acrobat |
| .ppt | Microsoft PowerPoint |
| .pptx | Microsoft PowerPoint (XML) |
| .rtf | Rich Text Format |
| .txt | text |
| .vcf | contact information |
| .xls | Microsoft Excel |
| .xlsx | Microsoft Excel (XML) |

Sound, Music, and Video

No Sound

- Make sure the iPad speaker isn't covered.
- Make sure the Side Switch isn't set to silent. See "Volume Buttons" on page 11.
- If you're using a headset, unplug it, then plug it in again. Make sure you push the plug all the way in.
- Make sure the volume isn't turned all the way down.
- Music on iPad might be paused. If you're using a headset with a play button, try pressing the play button to resume playback. Or from the Home screen, tap iPod, then tap ►.


- Check to see if a volume limit is set. From the Home screen, choose Settings > iPod > Volume Limit. For more information, see “iPod” on page 168.
- If you’re using the line out port on the optional iPad Dock, make sure that you turn on the external speakers or stereo, and that they’re plugged in correctly and working properly. Use the volume controls on the the external speakers or stereo, not on iPad.
- If you're using an app that works with AirPlay, check to see if the AirPlay device you're sending the sound to is turned on and the volume is turned up. If you want to hear sound through iPad's speaker, tap  and select it from the list.


A Song, Video, or Other Item Won't Play

The song, video, audiobook, or podcast may be encoded in a format that iPad doesn't support. For information about the audio and video file formats iPad supports, go to www.apple.com/ipad/specs.

If a song or video in your iTunes library isn't supported by iPad, you may be able to convert it to a format iPad supports. For example, you can use iTunes for Windows to convert nonprotected WMA files to a format iPad supports. For more information, open iTunes and choose Help > iTunes Help.

No Video or Sound when Using AirPlay

To send video or audio to an AirPlay device such as an Apple TV, iPad and the AirPlay device must be connected to the same wireless network. If you don't see the  button, iPad isn't connected to the same Wi-Fi network as an AirPlay device, or the app you're using doesn't support AirPlay.

- When sound or video is being sent to an AirPlay device, iPad doesn't display video or play audio. To direct the content to iPad and disconnect iPad from the AirPlay device, tap  and select iPad in the list.
- Some applications play only audio over AirPlay. If video isn't working, make sure that the app you're using supports both audio and video.
- If the Apple TV has been set up to require a passcode, you must enter it on iPad when asked, in order to use AirPlay.
- Make sure the speakers on the AirPlay device are turned on and turned up. If you're using an Apple TV, make sure the TV's input source is set to Apple TV. Make sure the volume control on iPad is turned up.
- When iPad is streaming with AirPlay, it must remain connected to the Wi-Fi network. If you take iPad out of range, playback stops.
- Depending on the speed of your network, it may take 30 seconds or more for playback to begin when using AirPlay.

For more information about AirPlay, go to support.apple.com/kb/HT4437.

No Image on TV or Projector Connected to iPad

When you connect iPad to a TV or projector, the attached display automatically mirrors the iPad screen. Some apps may support using the attached display as a second monitor. Check the app's settings and documentation.

- Go to Settings > Video and make sure the settings are correct for your TV or projector. To view HD videos in high resolution, you must use a component video cable or the Apple Digital AV Adapter.
- Make sure the video cable is firmly connected at both ends, and that it's a supported cable. If iPad is connected to an A/V switchbox or receiver, try connecting it directly to the TV or projector instead.
 - Make sure that your TV has the proper video input selected, such as HDMI or component video.
- If no video appears, press the Home button, disconnect and reconnect the cable, and try again.

FaceTime

Can't make or receive FaceTime calls

To use FaceTime, you must first activate it with your Apple ID. See Chapter 7, "FaceTime," on page 63.

- Make sure the person calling you is using an email address that's associated with FaceTime. This is normally your Apple ID, but you can add other email addresses too. See "Sign in to FaceTime:" on page 64.
- To use FaceTime, iPad must be connected to the Internet via Wi-Fi.
- When you make a FaceTime call, allow enough time for the connection to be established, which may take many rings.

Improving FaceTime quality

For best results with FaceTime, try these tips:

- If the video seems jerky or slow, make sure both you and the person you're calling are connected to the fastest Wi-Fi network available.
- If your image is grainy, the camera needs more light. If the incoming image is grainy, ask the caller to adjust their lighting.
- Your image won't fill the whole screen if you hold iPad in landscape orientation. The person you're talking with might also need to rotate their device to send you a bigger image.

iTunes Store and App Store

iTunes or App Store Isn't Available

To use the iTunes Store or the App Store, iPad must have an Internet connection. See “Connecting to the Internet” on page 29.

To purchase content from the iTunes Store or the App Store, you need an Apple ID. You can set up an Apple ID on iPad. From the Home screen, choose Settings > Store > Create New Apple ID. See “Store” on page 170.

You can also set up an account on your computer by opening iTunes and choosing Store > Create Account.

Note: The iTunes Store and the App Store aren't available in some countries.

Restarting and Resetting iPad

If something isn't working right, try restarting iPad, force quitting an app, or resetting iPad.

Restart iPad: Press and hold the Sleep/Wake button until the red slider appears. Slide your finger across the slider to turn off iPad. To turn iPad back on, press and hold the Sleep/Wake until the Apple logo appears.

Force quit an app: Press and hold the Sleep/Wake button on top of iPad for a few seconds until a red slider appears, then press and hold the Home button until the app quits.

If you can't turn off iPad or if the problem continues, you may need to reset iPad. This should be done only if turning iPad off and on doesn't resolve the problem.

Reset iPad: Press and hold the Sleep/Wake button and the Home button at the same time for at least ten seconds, until the Apple logo appears.

iPad Still Doesn't Respond After Reset

- Reset iPad settings. From the Home screen choose Settings > General > Reset > Reset All Settings. All your settings are reset, but your data and media aren't deleted.
- If that doesn't work, erase all content on iPad. See “Resetting iPad” on page 162.
- If that doesn't work, restore the iPad software. See “Removing a Backup” on page 182.

Safety, Service, and Support Information

The following table describes where to get more iPad-related safety, software, and service information.

| To learn about | Do this |
|--|---|
| Using iPad safely | See the <i>iPad Important Product Information Guide</i> at support.apple.com/manuals/ipad for the latest safety and regulatory information. |
| iPad service and support, tips, forums, and Apple software downloads | Go to www.apple.com/support/ipad . |
| The latest information about iPad | Go to www.apple.com/ipad . |
| Managing your Apple ID account | Go to appleid.apple.com . |
| Using iTunes | Open iTunes and choose Help > iTunes Help. For an online iTunes tutorial (not available in some areas), go to www.apple.com/support/itunes . |
| MobileMe | Go to www.apple.com/mobileme . |
| Using iPhoto on Mac OS X | Open iPhoto and choose Help > iPhoto Help. |
| Using Address Book on Mac OS X | Open Address Book and choose Help > Address Book Help. |
| Using iCal on Mac OS X | Open iCal and choose Help > iCal Help. |
| Microsoft Outlook, Windows Address Book, Adobe Photoshop Album, and Adobe Photoshop Elements | See the documentation that came with those apps. |
| Obtaining warranty service | First follow the advice in this guide. Then go to www.apple.com/support/ipad or see the <i>iPad Important Product Information Guide</i> at support.apple.com/manuals/ipad . |
| Battery replacement service | Go to www.apple.com/batteries/replacements.html . |
| Using iPad in an enterprise environment | Go to www.apple.com/ipad/business . |

Disposal and Recycling Information

Your iPad must be disposed of properly according to local laws and regulations. Because it contains a battery, iPad must be disposed of separately from household waste. When your iPad reaches its end of life, contact Apple or your local authorities to learn about recycling options.

For information about Apple's recycling program, go to www.apple.com/recycling.

Apple and the Environment

At Apple, we recognize our responsibility to minimize the environmental impacts of our operations and products. For more information, go to www.apple.com/environment.

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019-2019/2011-03-07